Estia Health Lockleys

Performance Report

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**Commission ID:** 6294

**Provider name:** Estia Investments Pty Ltd

**Assessment Contact - Site date:** 24 June 2020

**Date of Performance Report:** 20 July 2020

# Publication of report

This Performance Report **may be published** on the Aged Care Quality and Safety Commission’s website under the Aged Care Quality and Safety Commission Rules 2018.

# Overall assessment of this Service

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| --- | --- |
| **Standard 2 Ongoing assessment and planning with consumers** | **Compliant** |
| Requirement 2(3)(a) | Compliant |
| **Standard 3 Personal care and clinical care** | **Compliant** |
| Requirement 3(3)(b) | Compliant |

# Detailed assessment

This performance report details the Commission’s assessment of the provider’s performance, in relation to the service, against the Aged Care Quality Standards (Quality Standards). The Quality Standard and requirements are assessed as either compliant or non-compliant at the Standard and requirement level where applicable.

The report also specifies areas in which improvements must be made to ensure the Quality Standards are complied with.

The following information has been taken into account in developing this performance report:

* the Assessment Team’s report for the Assessment Contact - Site; the Assessment Contact - Site report was informed by a site assessment, observations at the service, review of documents and interviews with consumers, representatives, staff and others
* the provider’s response to the Assessment Contact - Site report received 7 July 2020.

# STANDARD 2 COMPLIANT Ongoing assessment and planning with consumers

### Consumer outcome:

### I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.

### Organisation statement:

1. The organisation undertakes initial and ongoing assessment and planning for care and services in partnership with the consumer. Assessment and planning has a focus on optimising health and well-being in accordance with the consumer’s needs, goals and preferences.

## Assessment of Standard 2

The Quality Standard is assessed as Compliant as one of the five specific Requirements has been assessed as Compliant. The Assessment Team assessed Requirement (3)(a) in relation to Standard 2. All other Requirements in this Standard were not assessed.

The Assessment Team recommended Requirement (3)(a) in Standard 2 as met. I have considered the Assessment Team’s findings, the evidence documented in the Assessment Team’s report and the approved provider’s response to come to a view of compliance with Standard 2 and find the service is Compliant with Requirement (3)(a).

Overall, most consumers and representatives sampled considered they feel like partners in the ongoing assessment and planning of consumers’ care and services. The following examples were provided by consumers and representatives during interviews with the Assessment Team:

* satisfied personal and clinical care needs had been assessed and that planned care recognised consumers individual risks and optimised health and well-being.
* the service regularly involves them in care planning and assessment and informs them of changes to the care plan.

One representative was not satisfied effective strategies had been incorporated into the consumer’s care plan to ensure their personal care needs were met. The approved provider’s response included actions the service had taken to address the concerns raised both prior to the Assessment Contact – Site and in response to the issues outlined in the Assessment Team’s report. Actions included meeting with the consumer’s representative, where no further concerns relating to the issues highlighted were raised. The approved provider’s response states the service will continue to liaise with the representative regularly and during scheduled care review processes.

Care documentation viewed demonstrated consumers are assessed for risk on entry to the service, following changes in health status and regularly during scheduled care reviews. Information gathered through assessment processes, including care needs, preferences and consideration of risk are incorporated into care plans to assist in the delivery of safe and effective care and services.

Staff interviewed described assessment and care planning processes and provided examples of how risk is identified, incorporated into care plans and used to shape the delivery of care and services. Clinical and care staff described care needs, including strategies to minimise risk, for individual consumers sampled in line with their documented care plans.

The service has monitoring processes in relation to Standard 2 Requirement (3)(a) to ensure assessment and planning, including consideration of risks to the consumer’s health and well-being, informs the delivery of safe and effective care and services.

## Assessment of Standard 2 Requirements

### Requirement 2(3)(a) Compliant

*Assessment and planning, including consideration of risks to the consumer’s health and well-being, informs the delivery of safe and effective care and services.*

# STANDARD 3 COMPLIANT Personal care and clinical care

### Consumer outcome:

1. I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.

### Organisation statement:

1. The organisation delivers safe and effective personal care, clinical care, or both personal care and clinical care, in accordance with the consumer’s needs, goals and preferences to optimise health and well-being.

## Assessment of Standard 3

The Quality Standard is assessed as Compliant as one of the seven specific Requirements has been assessed as Compliant. The Assessment Team assessed Requirement (3)(b) in relation to Standard 3. All other Requirements in this Standard were not assessed.

The Assessment Team recommended Requirement (3)(b) in Standard 3 as met. I have considered the Assessment Team’s findings, the evidence documented in the Assessment Team’s report and the approved provider’s to come to a view of compliance with Standard 3 and find the service is Compliant with Requirement (3)(b).

Overall, consumers and representatives sampled considered consumers receive personal and clinical care that is safe and right for them and were satisfied with management of high impact or high prevalence risks. The following examples were provided by consumers and representatives during interviews with the Assessment Team:

* satisfied with management of the consumer’s impulsive behaviour and falls and everything that can be done for them is being done.
* generally happy with care received and staff work to deliver care in the way the consumer likes and with the best outcomes for them.
* confirmed access to Medical officers and other health professionals when needed.

Care files viewed by the Assessment Team demonstrated high impact or high prevalence risks associated with the care of each consumer are identified, documented, managed, monitored and reviewed for effectiveness on a regular basis.

The Assessment Team viewed a care file for a consumer who was identified with a Stage 2 pressure injury on 1 September 2019 and discussed management of the wound with clinical staff. The approved provider’s response included further actions the service has taken in relation to skin care, including staff education relating to escalating skin integrity issues and review of the Wound assessment and management guidelines to assist staff with referral processes. Additionally, the consumer continues to be reviewed by the Medical officer and weekly wound evaluations conducted by the Registered nurse continue. The approved provider’s response indicates these strategies continue to be effective.

Staff interviewed provided examples of high impact or high prevalence risks for consumers and described strategies to minimise or mitigate risks in line with consumer care plans. Staff confirmed they are provided with training to assist them to manage high impact or high prevalence risks.

### The organisation has monitoring processes in relation to Standard 3 Requirement (3)(b) to ensure management of high impact or high prevalence risks associated with the care of each consumer. Processes include consumer surveys, clinical charting, assessment and observation. Additionally, clinical incident data is collated and analysed for trends on a monthly basis.

### Assessment of Standard 3 Requirements

### Requirement 3(3)(b) Compliant

*Effective management of high impact or high prevalence risks associated with the care of each consumer.*

# Areas for improvement

There are no specific areas identified in which improvements must be made to ensure compliance with the Quality Standards. The provider is, however, required to actively pursue continuous improvement in order to remain compliant with the Quality Standards.